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COMMONWEALTH OF VIRGINIA

STATE CORPORATION COMMISSION

AT RICHMOND, MAY 7, 1999

APPLICATION OF

BELL ATLANTIC-VIRGINIA, INC.

CASE NO. PUC980176

To classify its National
411 Service as Competitive

FINAL ORDER

On November 19, 1998, Bell Atlantic-Virginia, Inc. ("BA-VA") filed tariffs and a request that its proposed new National 411 Service to provide national directory assistance be classified as Competitive, pursuant to paragraph 4 of the Bell Atlantic-Virginia Plan for Alternative Regulation ("Plan"). Pursuant to the Commission's Orders of February 19, 1999, and March 12, 1999, a public hearing was convened on Tuesday, May 4, 1999, at 10:00 a.m. The testimony of BA-VA and Staff witnesses was admitted into the record.

BA-VA's witness Woodbury testified that BA-VA agrees with Staff's recommendation that a one-time bill credit policy should be applied to BA-VA's National 411 charges for those customers who mistakenly believe local directory assistance rates apply to a National 411 call. We understand the Staff's recommendation to be that this one-time per customer bill credit policy would

extend indefinitely and the credit would apply to all National 411 calls on the first disputed bill.

The Commission, having considered the testimony of record and the applicable provisions of the Plan, now finds that the proposed National 411 Service should be classified as Competitive under BA-VA's Plan and that due legal notice has been provided by BA-VA, consistent with the requirements of the Plan and the Commission's Orders in this case. The Commission concludes that no recorded announcement of National 411's price is required at this time. However, the Staff's recommended bill credit policy should be adopted as discussed above.

IT IS THEREFORE ORDERED THAT:

(1) Pursuant to BA-VA's Plan for Alternative Regulation, BA-VA's National 411 Service is hereby classified as Competitive.

(2) BA-VA's tariff filed November 19, 1998, for National 411 Service, effective February 2, 1999, is hereby approved, subject to the bill credit policy discussed above.

(3) There being nothing further to come before the Commission, this matter is dismissed from the docket, and the record developed herein shall be placed in the file for ended causes.